

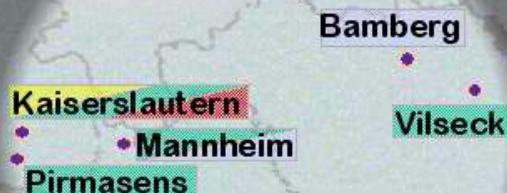
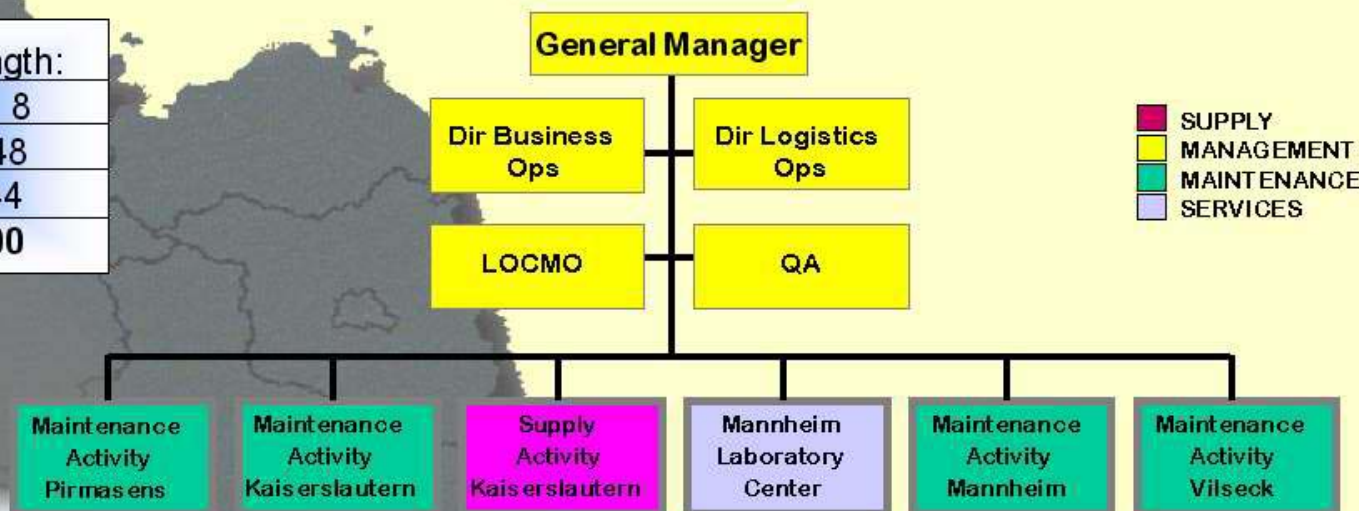
# General Support Center – Europe





# MISSION AND STRUCTURE

Personnel Strength:	
Mil:	8
DA Civ:	48
LN Civ:	1,544
	<b>1,600</b>



The General Support Center - Europe operates the Theater sustainment base providing non-deployable EAC logistics support in maintenance, supply and distribution as well as deployable and non-deployable unique logistics services





# SUPPLY SUPPORT

**FY 02  
REDISTRO  
VALUE  
>\$ 64 M**

**>75%  
OF ALL  
THEATER  
REFERRALS**

**CENTRAL  
DISTRIBUTION  
OF OCIE**

**CENTRALIZED  
THEATER  
RETENTION  
ACCOUNT**

**THEATER  
STORAGE**

**RETROGRADE**

**RWT <7.5  
DAYS**

**ONLY SITE  
IN COMPLIANCE  
WITH HN  
HAZMAT RQMTS**

**SUPPORTS CONOPS**

**ONLY GS SUPPLY  
CAPABILITY  
LEFT IN USAREUR**

**SUPPORTS READINESS**

**PRODUCES COST  
AVOIDANCE**

**Executed by:  
Supply Activity  
Kaiserslautern**





# MAINTENANCE SUPPORT

## GS REPAIR AND REFURBISHMENT PROGRAM

- Tracked and Wheeled Vehicles
- Communication and Electronics Equipment
- Bridging
- Shelters

**SUSTAINMENT  
SERVICE LIFE  
READINESS**

## COMPONENT REBUILD UNDER NPO

- Automotive Components
- Electronics Components

**COST  
AVOIDANCE &  
READINESS**

Performed by:



Maint Act  
Kaiserslautern



Maint Act  
Pirmasens



Maint Act  
Vilseck



Maint Act  
Mannheim





# MAINTENANCE SUPPORT

## DIRECT SUPPORT AND MAINT OVERFLOW

- Tracked and Wheeled Vehicles
- Communication and Electronics Equipment

**READINESS**

## NON-TACTICAL EQUIPMENT

- Special Purpose Veh & MHE Maintenance

**WELL BEING  
OF  
SOLDIERS**

Performed by:



Maint Act  
Pirmasens



Maint Act  
Vilseck

+ all others  
as required

**AVERAGE  
PLANT RATE:  
\$32**



# MAINTENANCE CONTRACTING

## LOGISTICS CONTRACT MANAGEMENT OFFICE

MAINTENANCE REQUEST  
DA 2407 OR FUNDED  
MIPR



REQUIREMENT

TECHNICAL DATA PKG  
PR&C/RCO COORD  
CUSTOMER LIAISON  
WOLF DATA  
RMO BILLING

GSC-E  
FACILITIES

PRODUCT QA  
CUSTOMER CONCERNS  
TECHNICAL ADMINISTRATION  
VALIDATE BILLING  
INVOICE PROCESSING

LOCMO

VALIDITY  
CHECK

CAPABILITY  
AVAILABLE

BEST  
VALUE

CONTRACT

COR/QAR

FY 02 VOLUME:  
\$ 198 M  
@ AVG 20%  
COST AVOIDANCE

- Leverages Buying Power
- Ensures Uniform Standards
- Relieves Customers of Burden





# UNIQUE FUNCTIONS AND SERVICES

- ARMY OIL ANALYSIS PROGRAM



- MATERIEL TESTING



- DEPLOYMENT LIFE SUPPORT





# MISSION ESSENTIAL TASK LIST

- **PROVIDE EAC LOGISTIC SUPPORT**
- **PROTECT ASSIGNED FORCES**
- **PROVIDE CONTINGENCY OPERATIONS SUPPORT**
- **PROVIDE COMMAND AND CONTROL FOR  
ASSIGNED MISSIONS, PROGRAMS AND ACTIVITIES**





# OUR COMMITMENT TO QUALITY

## ● PUTTING CUSTOMER FIRST

Customer Assistance and Customer Complaint Team

- On site within 48 hours
- Valid complaint = free rework
- Technical consulting and advice
- Our interface to the customer

**114 VALID  
COMPLAINTS  
AGAINST 84,235  
ITEMS**

## ● QUALITY MANAGEMENT

ISO 9002 certified

ISO 9001:2000 pursued

- Meets commercial industry standard
- All processes documented
- Compliance in execution
- Closed loop QM system for entire organization
- Unique within Army

**STANDARD FOR  
NATIONAL MAINT  
PROGRAM  
?**



# SEAMLESS AND INTEGRATED SUPPORT

	USAREUR DIRECT	USAREUR UNITS REIMB	NON- USAREUR REIMB	AMC REIM	CECOM REIMB
<b>SUPPLY SUPPORT</b>	●			●	
<b>REPAIR OF TRACKED &amp; WHEELED VEHICLES</b>	●	●	●		
<b>COMP REPAIR</b>				●	
<b>COMMO &amp; SHELTER REPAIR</b>	●	●	●		●
<b>OTHER LOG SERVICES</b>	●	●	●		

MANAGING MANY FUNDING STREAMS – PROVIDING TOP  
QUALITY PRODUCTS TO CUSTOMER REQUIREMENTS





# GSC-E ON ANY GIVEN DAY

602 Supply Requisitions

1,391 Supply Receipts = 20 trailer loads

2,387 Supply Shipments = 29 trailer loads

495 Oil Samples analyzed

29 items repaired / refurbished

54 Items repaired through contractors

\$ 198M in contract management

**..... for Readiness and Well-being of Soldiers!**

